





Governance & Assurance Manager Recruitment Pack

Westfield
Housing Association

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Attached

- Equality and Diversity Monitoring Form
- Declaration Form
- Privacy Notice for Job Applicants

Westfield Housing Association Ltd
Minto Centre, Nilsson Drive, Westfield,
Workington, Cumbria, CA14 5BD
enquiries@westfieldha.org.uk
01900 602906

Hello

Welcome from the Chief Executive

Thank you for your interest in joining us at Westfield Housing.

Westfield is a proud, independent housing association committed to providing safe, high-quality homes and services for our customers. As a small organisation, we value strong relationships, clear accountability and effective governance that supports the long-term success of the Association and the communities we serve.

The role of Governance & Assurance Manager is a key position within our organisation. Working closely with the Board, Committees and Executive Team, you will help ensure we maintain the highest standards of governance, compliance and assurance, enabling well-informed decision-making and supporting our commitment to transparency, accountability and continuous improvement.

We are looking for someone who is organised, proactive and professionally curious, with the ability to build positive relationships, provide trusted advice and ensure that governance, risk and assurance arrangements remain effective and proportionate. This is an exciting opportunity to make a meaningful contribution to the strategic direction and ongoing success of Westfield Housing.

Good luck with your application. We look forward to hearing from you.

Best regards,

Debbie Fox
Chief Executive

Registered in England and Wales. Company number IP13920.
Regulator of Social Housing number L0259.

Application Process

To apply for the role of Governance & Assurance Manager, please provide a C.V. and a statement (no more than 2 sides of A4) on why you are the person we are looking for. Please include why you are interested in the post and the qualities and attributes that you would bring to the role, including all relevant experience.

Please email your C.V. and supporting statement, together with your completed Equality and Diversity Monitoring Form and Employment Declaration Form to: hr@westfieldha.org.uk.

Please ensure your C.V. includes:

Contact Details

- Full name and address.
- Telephone number and when is the best time to contact you.
- Email address.

Employment History

- Starting with the most recent, give details of current and previous employment. Include the employer name and location, your job title and main duties and your reason for leaving or wanting to leave. Please also explain any gaps in your employment history.

Education and Training

- GCSE, A levels or equivalent, degree, professional qualifications or further education.
- Any current studies.
- Any professional titles and any professional bodies you are a member of.

Other Information

- Reasons for applying for the post.
- Relevant skills and experiences.
- Any outstanding disciplinary matters or other information you feel is relevant.
- Details of two referees (one should be your present or most recent employer).
- We will require confirmation you are legally entitled to work in this country.

Closing Date - Sunday 6th December 2026

Interviews - Tuesday 15th December 2026

What we will want you to do ...

Position:

- **Governance & Assurance Manager**

Responsible to:

- **Chief Executive Officer**

Purpose of Position:

Act as the Association's lead adviser on governance, regulation, risk management, internal audit, data protection and transparency requirements. Provide expert advice and effective governance support to the Board, Committees and Executive Team, enabling informed decision-making, demonstrated compliance and effective management of organisational risk.

Key Responsibilities:

Governance and compliance

1. Maintain effective governance arrangements and frameworks that reflect recognised good practice, support high standards of organisational governance, and ensure the Association meets and documents compliance with statutory and regulatory requirements, regulatory standards, codes and other key obligations.

2. Plan and co-ordinate the Association's governance arrangements to ensure high standards of governance and regulatory compliance. Ensure an effective administration service supports the Board, Committees and Executive Team in carrying out their responsibilities. This includes; governance calendars, Board and committee meetings, the annual general meeting, agendas, governance reports, company secretarial support and meeting administration, including minuting meetings.

3. In liaison with the Board Chair, co-ordinate Board and Committee effectiveness reviews, and individual member appraisal processes in line with the Governance Policy, ensuring outcomes inform succession planning, recruitment and development activities.

4. Maintain the Association's corporate governance records and statutory obligations, including regulatory compliance monitoring, statutory registers, member and Board records, declarations of interest, and the administration of AGM and membership processes. Ensure the timely and complete filing of all corporate returns to the Social Housing Regulator and the Financial Conduct Authority.

5. Monitor developments in housing regulation, governance and sector best practice, advising the Board, Committees and Executive Team on emerging requirements, alerting to any

changes to the organisations strategies, plans and policies and co-ordinating organisational responses where appropriate.

6. Lead the effective use of the Convene meeting management portal, regularly monitoring its performance and effectiveness.

7. Co-ordinate the evidence gathering and reporting required to support the year end reporting cycle including the Board's Annual Assurance Statement.

8. Work with the Customer Engagement & Communications Officer to ensure that customer feedback, scrutiny outcomes and Customer Panel activity are effectively reported to the Board and is used to inform decision-making and service improvement.

9. Lead the Association's compliance with Social Tenant Access to Information Requirements (STAIRs) and ensure appropriate governance and reporting arrangements are maintained.

10. To be the designated person in respect of regulatory and compliance obligations such as whistleblowing, fraud procedures, declarations of interest etc.

11. Support the Board's capacity to deliver the Association's strategic objectives by maintaining and overseeing the Board Succession Plan. Support the identification, recruitment and retention of members with the required skills and experience.

12. Oversee a comprehensive Board member induction, development, appraisal and training programme, ensuring members have the knowledge and skills required to fulfil their responsibilities effectively.

<u>Risk and Assurance</u>

13. Support the development of the Association's approach to risk management, mitigation and reporting. Work with the CEO and others to develop and maintain the Strategic Risk Register and assurance framework.

14. Contribute to the creation of the annual internal audit programme. Manage the delivery, co-ordination and administration. Lead on contract management of the appointed internal auditors. Ensure relevant managers respond promptly to audit requests and recommendations, and that agreed actions are successfully implemented within agreed timescales.

<u>Strategies, Policies and Procedures</u>

15. Manage the Association's policy, procedure and strategy framework, leading and overseeing timely and appropriate document reviews, ensuring approval, control and updating in accordance with agreed review cycles and regulatory requirements. Ensure training and briefings on revised policies support understanding and effective implementation.

16. Lead the review of the Governance Policy, ensuring that the policy meets the requirements of the Regulator of Social Housing, NHF Code of Governance, NHF Code of Conduct and other generally recognised good practice.

17. Monitor compliance with Standing Orders and delegated authorities, reporting breaches to the Audit & Risk Committee.

Data Protection

18. Act as the Association's Data Protection Officer, providing advice and oversight to ensure compliance with data protection legislation. Responsibilities include management of data breaches, responsibility for all communication with the ICO (including reporting any data breaches) and oversight of Subject Access Requests.

General Obligations

19. Promote a caring, helpful and unbiased attitude towards all customers and other members of the general public and maintain an impeccable standard of honesty in all such dealings.

20. Play a role in the "team approach" to all aspects of the Association's activity and provide such cover for absent colleagues as may be reasonably required.

21. Promote and implement the Association's Equality and Diversity Policy in all aspects of the post holder's work and in dealings with tenants, customers and other outside bodies/stakeholders.

22. Further the Association's approach to quality and to identify improvement ideas in all areas of work.

23. Undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.

24. Co-operate with WHA so that WHA can fulfil its duties under health & safety legislation.

25. Undertake health and safety duties in line with all WHA's Health & Safety policies and arrangements.

26. Undertake all duties and responsibilities in accordance with all policies and procedures.

27. Participate in training and development relevant to the post and other wider training and development, as required.

28. To be able to work without supervision, to respond sympathetically to the needs of the customers and the general public, and to work flexibly for the needs of the Association.

5. Who are we looking for ...

	Essential	Desirable
Qualifications	• Educated to at least A level. • Evidence of continuing professional development.	• Professional qualification in governance, company secretarial practice, risk management, audit, compliance, data protection or a related discipline. • Chartered Governance Institute qualification or equivalent or willingness to work towards.
Experience	• Experience in at least two of the following; governance, compliance, risk, assurance, or audit. • Experience preparing high-quality reports, agendas and minutes. • Experience maintaining governance frameworks, registers and compliance records. • Experience developing, reviewing and implementing strategies, policies and procedures. • Experience coordinating assurance activities, reviews or audits and monitoring delivery of action plans. • Experience managing multiple workstreams and competing priorities. • Experience handling confidential and sensitive matters with discretion.	• Experience supporting Boards, Committees and senior leadership teams. • Experience within the social housing sector or another regulated environment. • Experience managing regulatory returns and compliance submissions. • Experience supporting Board effectiveness reviews, appraisals and succession planning. • Experience acting as or supporting a Data Protection Officer. • Experience administering governance portals such as Convene. • Experience working with internal auditors, external auditors and regulators.
Knowledge & Understanding	• Sound understanding of governance principles and effective decision-making frameworks. • Understanding of risk management and assurance practices. • Knowledge of data protection legislation and information governance requirements.	• Knowledge of the social housing regulatory framework. • Understanding of the Regulatory Standards and Consumer Standards. • Knowledge of the NHF Code of Governance and NHF Code of Conduct. • Understanding of STAIRs requirements and regulatory

	• Understanding of the importance of transparency, accountability and ethical governance.	expectations relating to transparency and tenant information. • Knowledge of customer engagement and the role of customer voice in organisational decision-making.
Skills & Abilities	• Excellent written communication skills with the ability to prepare clear reports and recommendations. • Strong interpersonal and influencing skills with the ability to build positive working relationships with Board members, colleagues and external stakeholders. • Ability to analyse complex information, identify key issues and provide practical solutions. • Excellent organisational and project management skills. • Ability to work independently, use sound judgement and maintain confidentiality. • Strong ICT skills, including the use of Microsoft Office and governance management systems. • Ability to monitor compliance, identify emerging risks and escalate issues appropriately. • Strong analytical skills with the ability to present data and assurance information clearly.	• Ability to deliver governance training, briefings and development sessions. • Experience undertaking benchmarking, research and governance effectiveness reviews.
Personal Attributes	• Demonstrates integrity, professionalism and sound judgement. • Committed to high standards of governance, accountability and regulatory compliance. • Self-motivated, proactive and able to work with minimal supervision. • Committed to equality, diversity and inclusion.	

	• Customer focused and committed to ensuring customer feedback informs decision-making. • Flexible and adaptable with a continuous improvement mindset. • Committed to the Association's values and behaviours.	
Other Requirements	• Ability to attend occasional evening Board and Committee meetings. • Right to work in the UK.	

What you will get in return ....

Position

Governance & Assurance Manager: 1 x full-time – 35 hours per week - Monday to Friday

Salary

The annual salary for this post, based on 35 hours per week is £50,697 p.a.

Annual Leave

25 days/5 weeks per annum increasing by one day per annum up to 30 days/6 weeks maximum, plus bank holidays and three nominated days at Christmas/New Year for full-time staff/pro rata for part-time staff.

The annual leave year is 1st April to 31st March and there is provision to buy/sell up to 5 days/one working week's leave at the start of each year for full-time staff/pro rata for part-time staff.

Place of Work

The Association's office is The Minto Centre, Nilsson Drive, Westfield, Workington, Cumbria, CA14 5BD. Car parking is available on-site.

Working Hours

Full-Time (35 hours per week) – Monday to Friday 9.00 am to 5.00 pm including a one hour unpaid lunch break.

Although not contractual, the Association is currently operating the option of a reduced unpaid lunch break to enable a 4.00 pm finish on the final day of the working week.

You'll also need to be able to attend evening Board and Committee meetings (13 per year, plus the AGM) and the Strategic Board Away Day, usually held on either a Saturday or a Sunday.

Pension Scheme

All qualifying employees are auto enrolled into a qualifying scheme. Westfield Housing Association is currently using the Social Housing Pension Scheme managed by TPT Retirement Solutions; the employee contribution rate is 5% to 7.5% of salary with the Association contributing twice the employee rate (up to a maximum of 15%).



1. It is the Association's policy that disabled people should have full and fair consideration for all job vacancies for which they are suitable applicants. This means that all applicants with a disability who meet the minimum criteria for a job vacancy will be interviewed and considered on their abilities.

2. The Association will continue to maintain in employment, wherever practicable, employees who become disabled during their working life and will help with their rehabilitation and retraining.

3. The Association wishes to help disabled people to realise their full potential by ensuring that they receive equal consideration for career development and promotional opportunities.

4. Wherever practicable, the Association will modify job requirements, procedures or equipment to make full use of an individual's ability.

5. In order to make this policy work effectively, close links will be maintained with the local Disability Employment Adviser and other specialist voluntary bodies, where appropriate.